



**Los Angeles County Sheriff's Department  
Harbor-UCLA Medical Center  
California Health and Safety Code Section 1257.7**

**Security and Safety Assessment  
FY – 2019-2020**

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Approval:

Date:

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The Harbor-UCLA Medical Center and The Los Angeles County Sheriff's Department will annually assess and monitor the efficiency of the measures in place to protect personnel, patients, and visitors from aggressive and violent behavior.

This is the assessment for the period of Fiscal Year 2019-2020

**FINDINGS:**

Harbor-UCLA is a Level 1 Trauma Center, providing 24-hour emergency services for acute medical, surgical, pediatric, obstetrics/gynecology, and psychiatric ailments. The hospital services a population of more than 2 million people in the Greater South Bay Area.

The hospital is proactive in addressing safety issues throughout the campus. Hospital administrators host meetings in which the Los Angeles County Sheriff's Department take part in. The meetings, which are Emergency Department Community Council Meeting (EDCC), Emergency Operation Committee Meeting (EOC) and Emergency Preparedness Committee Meeting, discuss critical incidents, and create joint policies to direct staff behavior in an effort to deter violent criminal behavior and dictate response, to mitigate any criminal act or disturbance.

The hospital administration has adopted a system via the intranet which insures that all employees, including supervisors and managers, are informed of and adhere to security practices and procedures designed to ensure a safe and secure workplace environment. This system includes the following areas:

- Informing employees, supervisors and managers of the provisions of the security program for workplace violence.
- Evaluating the performance of all employees to ensure compliance with the facility's workplace security measures.
- Recognizing employees who perform work practices that promote security in the workplace.

All employees are encouraged to report any security incidents/hazards to the Los Angeles County Sheriff's Department as well as the hospital's Safety Office. The Los Angeles County Sheriff's Department investigates and documents all reported incidents.

In addition, the Harbor-UCLA Medical Center staff are actively involved in providing Crime/Security Prevention tips, and frequently send out Network e-mail broadcasts. The Los Angeles County Sheriff's Department actively participates in community outreach events for the employees, patients and visitors.

Communication between all employees and management is essential to maintaining a safe, healthy and secure workplace. The hospital has established an Intranet based - communication system to encourage a continuous flow of security information between management and employee without fear of reprisal. In addition, the Los Angeles County Sheriff's Department has shared the Crime Stopper Hotline to Harbor-UCLA Medical Center employees, should they wish to remain anonymous when reporting a crime. During FY 2019-2020, the following security related activities occurred.

- New employee Safety orientations conducted, when necessitated, which includes sessions on the facility's workplace security policies, procedures and practices.
- [REDACTED]
- Private security positions (Securitas) were advised to contact LASD for any criminal activity.
- A training program to address job specific workplace security measures.
- Regularly scheduled Environmental of Care Committee and Medical Center Safety Council meetings in which workplace security have been attended.
- Meetings with hospital administration and emergency department staff on preventive measures to reduce the assaults on staff by patients.
- Effective communication of security concerns between employees, supervisors and managers, including translation where appropriate.
- Posted and distributed workplace security information.
- A system for employees to inform management about workplace security hazards, verbal or physical threats of violence, or any safety/security concerns.
- A system for immediate notification and warning to the Los Angeles County Sheriff's Department, or hospital management regarding any imminent act of or threat of violence.



- Documentation of incidents using the Security Incident Report Form.
- Reviewing incidents of workplace violence and making recommendations to management for the prevention of future incidents.
- Recommendations to management to assist in the evaluation, training and counseling of employees on matters of non-compliance.
- Reviewing results of periodic, scheduled workplace security inspections.

The Los Angeles County Sheriff's Department has an established process for reporting crimes against persons and property. The Department has an established investigation process for tracking such reports to conclusion. Crimes against persons or property occurring on the premises are first investigated and documented by LASD personnel assigned to the facility. Any such incidents which cannot be brought to conclusion by the preliminary investigation are referred to the LASD Detective Unit for investigative follow up and prosecution as appropriate. The record keeping aspect of this function includes a computerized data base, a hard copy of the incident/crime report (preliminary investigation), detective follow-up report, a written report to the Chief's office (when necessary) and to the facility Administrator.

Each security system or device intended to alert or signal an intrusion into a protected area; to detect or record suspicious activity or suspect persons; or act as a signal to call for immediate security assistance is inspected and tested monthly. A record of each device is maintained to record the following information:

- Type of location of system/device.
- Date and time of inspection or test.
- Name of person conducting the inspection or test.
- Statement of problem/no problem.
- Statement of action taken to remedy any problem.

#### **TRENDING:**

<b>PART 1 CRIMES at HARBOR-UCLA</b>	<b>2018</b>	<b>2019</b>	<b>GRAND TOTAL</b>	<b>2020</b>
Criminal Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	2	1	3	2
Aggravated Assaults	1	0	1	2
Arson	0	0	0	0
Burglary	3	0	3	10
Larceny Theft (Grand & Petty)	41	8	49	22
Larceny Theft (Vehicle Burglary)	6	1	7	2

Grand Theft Auto	13	1	14	2
<b>LASD other:</b>				
Use of Force	12	0	12	0
Code Gold Notifications	3069	777	3846	1340
Code Gold – Handoffs to LASD	0	0	0	0

The majority of the Code Gold (combative patients) took place in the Psychiatric Emergency Room and Adult Med ER.

## **RECOMMENDATIONS:**

Replacement and addition of new cameras. The cameras have assisted in locating suspects, disturbances and suspicious activity which has allowed a proactive measure to stop the activity before it becomes a crime.

Update and upgrade all video surveillance equipment systems at the Medical Center LASD dispatch area. A single source high resolution access control platform that has expanded capabilities to link and manage video surveillance, access control, intrusion, ensuring each technology works together in a cohesive fashion would ensure maximum benefit in terms of security and site safety.

Continue to provide Deputy Sheriff's and Sheriff's Security officers at current levels to respond to any and all unusual activities within the hospital.

[REDACTED]

[REDACTED] to help report/reduce/prevent acts of violence by patients against employees and to help prevent the elopement of pediatric patients placed on a Psychiatric hold by providing LASD personnel with accurate and current updates on direction of travel.

Create and conduct joint Behavioral Response Training with Health Services personnel and Los Angeles County Sheriff's personnel.

Continue debriefings regarding disturbances/Code Gold incidents in the Psychiatric emergency room and evaluate the root cause and recommend corrective actions to assist with future incidents.

Opportunities to improve services and resolve identified issues are an inherent part of the process. The Los Angeles County Sheriff's Department is responsible for and committed to ensuring a safe and secured environment for all employees, visitors and patients while on the Medical Center campus.